eBenefits
My Gateway to Benefit Information

U.S. Department of Veterans Affairs / Department of Defense

eBenefits Briefing

Mr. Robert Reynolds, Director

Benefits Assistance Service
Veterans Benefits Administration
Department of Veterans Affairs

eBenefits Overview

- The eBenefits portal (www.ebenefits.va.gov) is a joint DoD and VA service that provides resources and self service capabilities to service members, Veterans, their families, and caregivers.

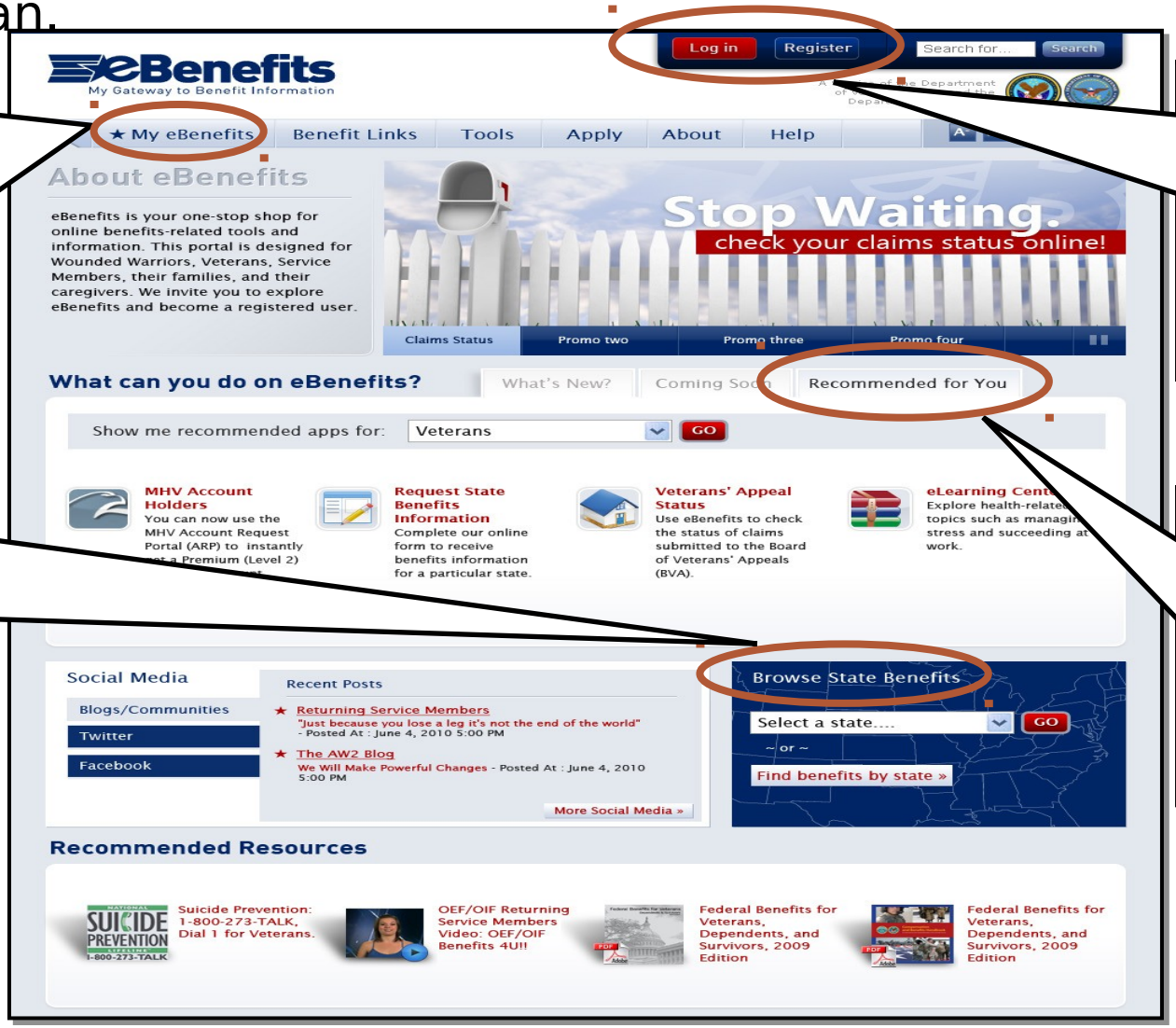
- With every release, eBenefits is evolving as a "one-stop shop" for benefit applications, benefit information, and access to personal information such as official personnel military documents (i.e. DD-214).
- Mandatory eBenefits premium accounts for service members at accession is on target for implementation in 2011. Mandatory logins will ensure both Departments can seamlessly communicate the right benefits information at the right time throughout a service members entire career lifecycle.
- Quarterly and monthly usage statistics are collected to track trends on registration and self service usage trends.

eBenefits.va.gov

- The home page redesign was introduced in the Fall 2010 Release. eBenefits provides access to benefits for the service member and the Veteran.

My eBenefits
Manage your benefits as a premium account user

State Benefits
Browse State and U.S. Territory benefit information

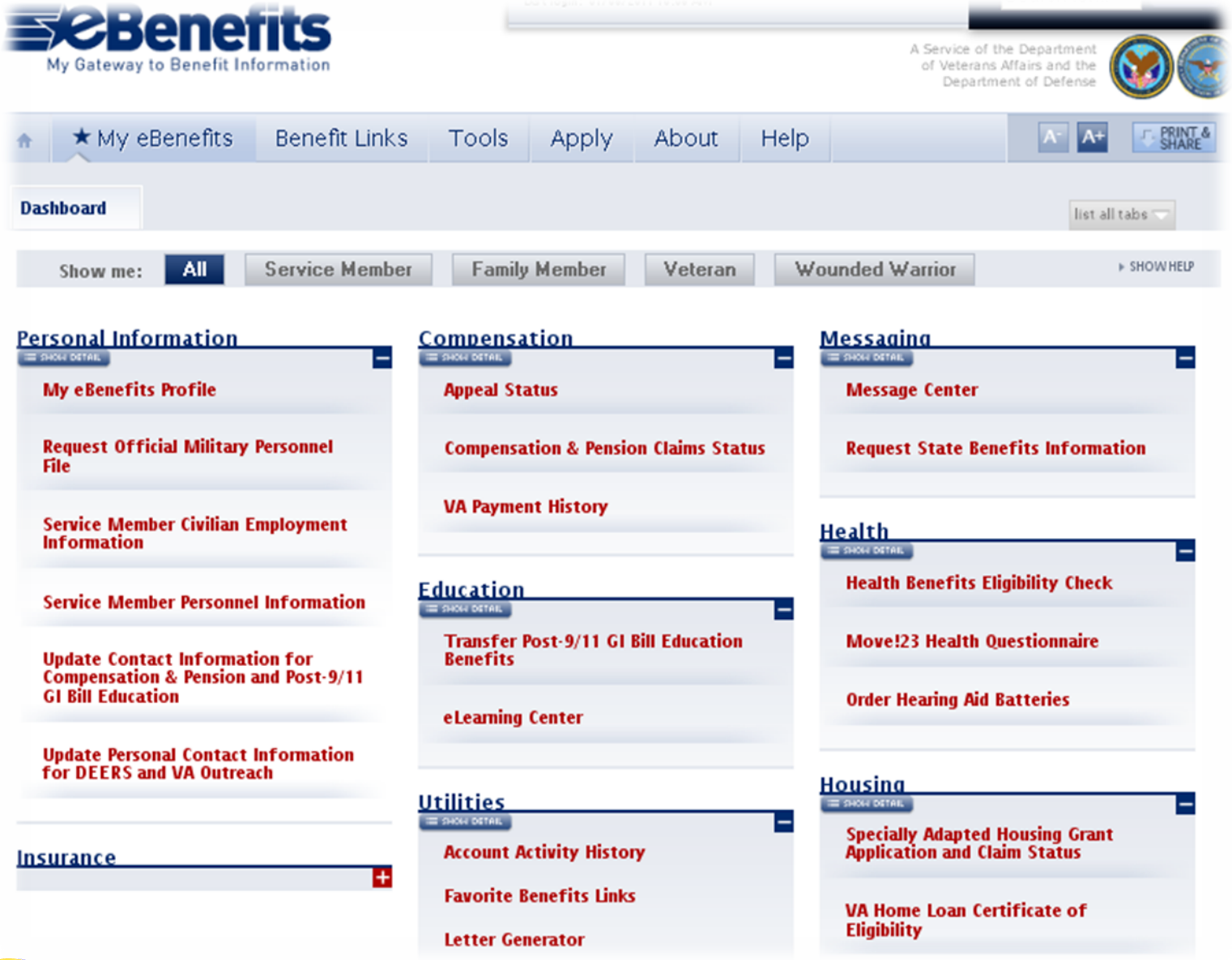

Log in
Register
Search for...
Search
eBenefits
My Gateway to Benefit Information
★ My eBenefits
Benefit Links
Tools
Apply
About
Help
About eBenefits
eBenefits is your one-stop shop for online benefits-related tools and information. This portal is designed for Wounded Warriors, Veterans, Service Members, their families, and their caregivers. We invite you to explore eBenefits and become a registered user.
Stop Waiting.
check your claims status online!
Claims Status
Promo two
Promo three
Promo four
What can you do on eBenefits?
What's New?
Coming Soon
Recommended for You
Show me recommended apps for:
Veterans
GO
MHV Account Holders
You can now use the MHV Account Request Portal (ARP) to instantly
Request State Benefits Information
Complete our online form to receive benefits information for a particular state.
Veterans' Appeal Status
Use eBenefits to check the status of claims submitted to the Board of Veterans' Appeals (BVA).
Social Media
Blogs/Communities
Twitter
Facebook
Recent Posts
Returning Service Members
"Just because you lose a leg it's not the end of the world" - Posted At : June 4, 2010 5:00 PM
The AW2 Blog
We Will Make Powerful Changes - Posted At : June 4, 2010 5:00 PM
More Social Media »
Browse State Benefits
Select a state....
GO
~ or ~
Find benefits by state »
Recommended Resources
Suicide Prevention: 1-800-273-TALK, Dial 1 for Veterans.
OEF/OIF Returning Service Members Video: OEF/OIF Benefits 4U!!
Federal Benefits for Veterans, Dependents, and Survivors, 2009 Edition
Federal Benefits for Veterans, Dependents, and Survivors, 2009 Edition

Login/Register
Authenticate with a basic or premium account

Recommended for You Tab
Receive tailored and personalized site recommendations

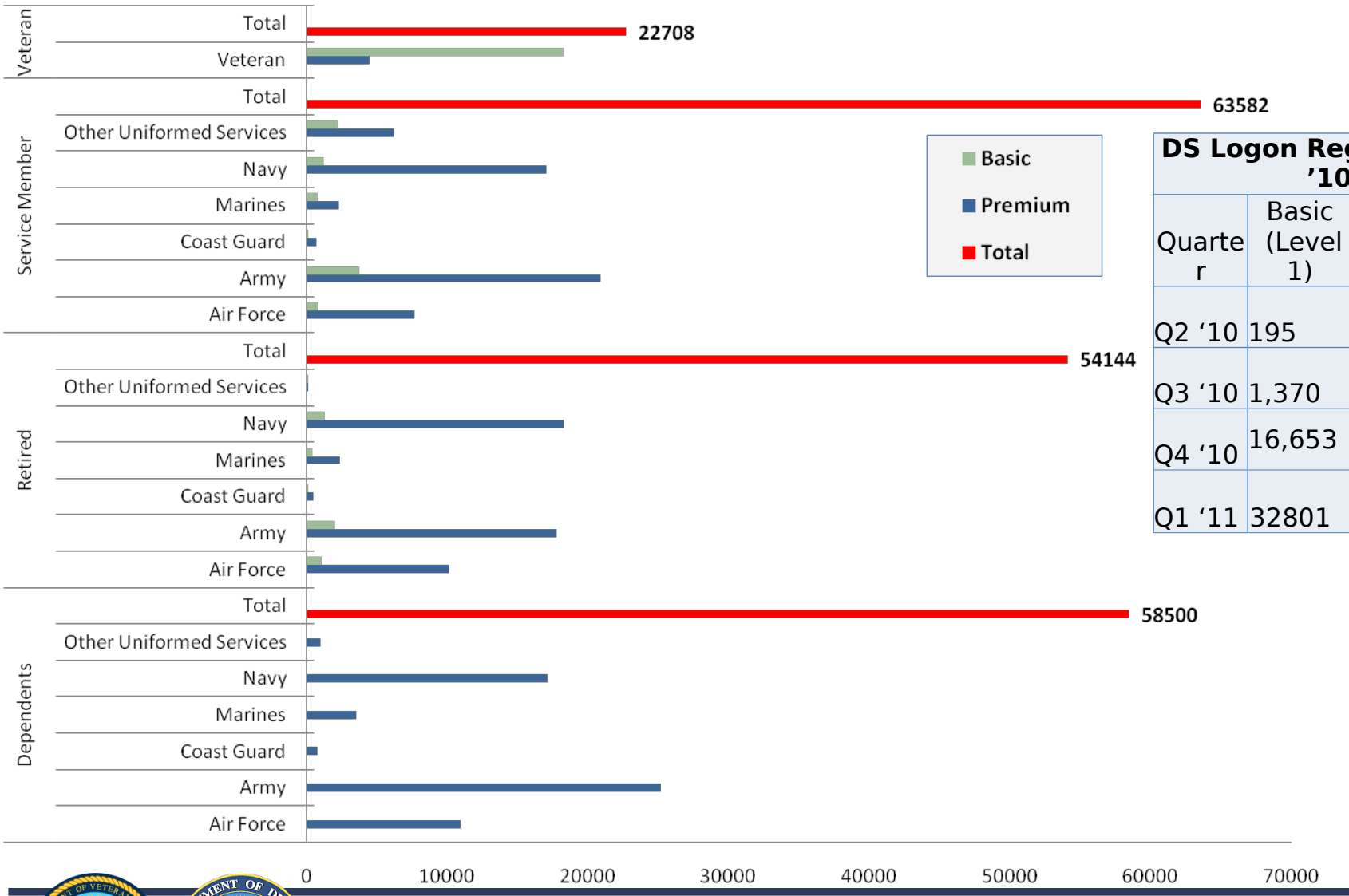
My eBenefits

- The My eBenefits dashboard is the gateway to DoD and VA benefits.



DS Logon Registered Users: Q4 FY '10

- As of December, 31 2010, there were 201,996 registered eBenefits users, representing a 24% increase from Q4 '10 to Q1 '11.

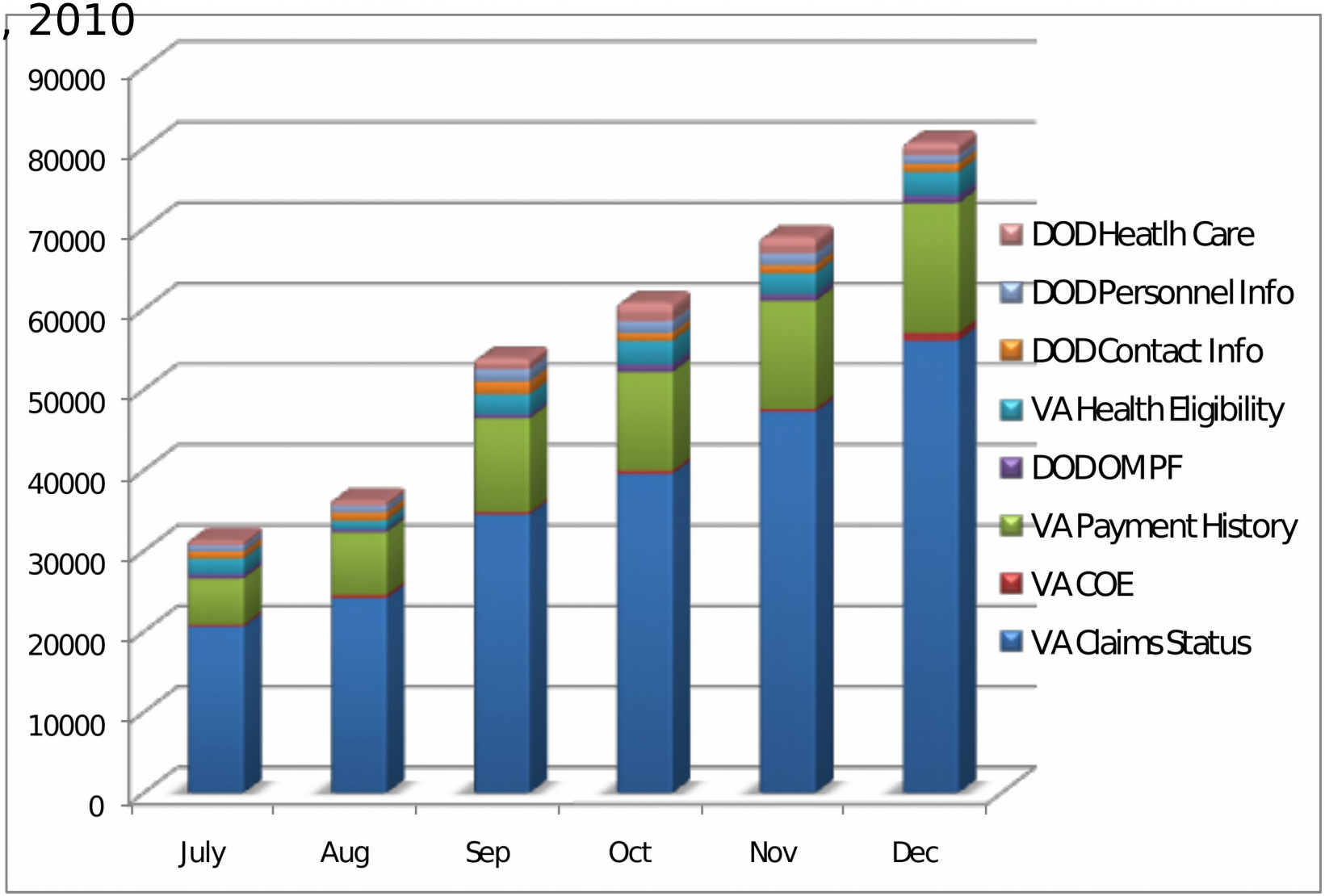


DS Logon Registered Users: Q2 FY '10 – Q1 FY'11

Quarter	Basic (Level 1)	Premium (Level 2)	Total	% Increase
Q2 '10	195	112,301	112,496	18%
Q3 '10	1,370	125,280	126,650	13%
Q4 '10	16,653	146,798	163,451	29%
Q1 '11	32801	169195	201,996	24%

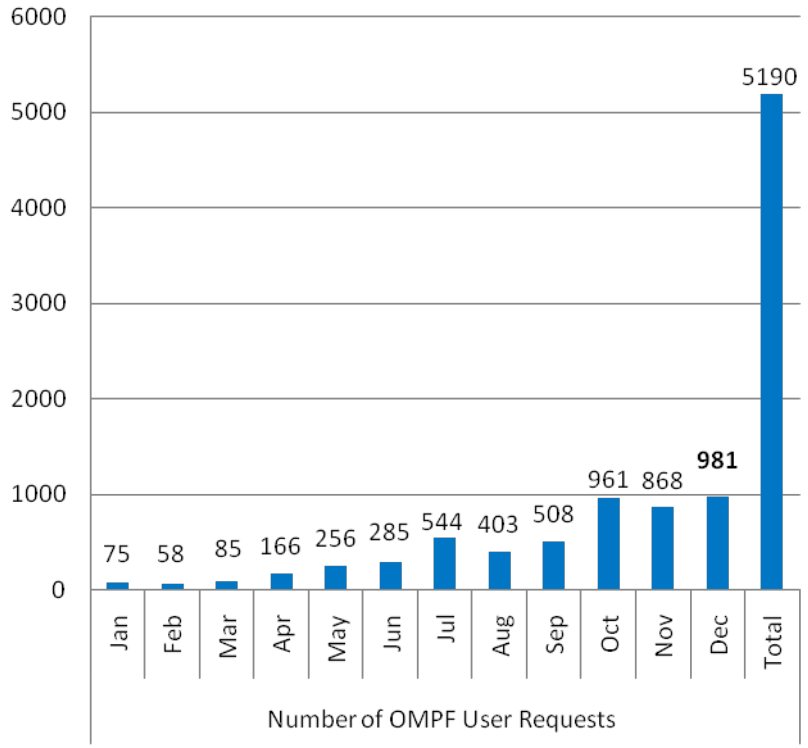
eBenefits Self Service User Activities

- eBenefits Self Service User Activity continues to increase
- There were 622,417 Unique Visitors from July 1, 2010 – December 31, 2010

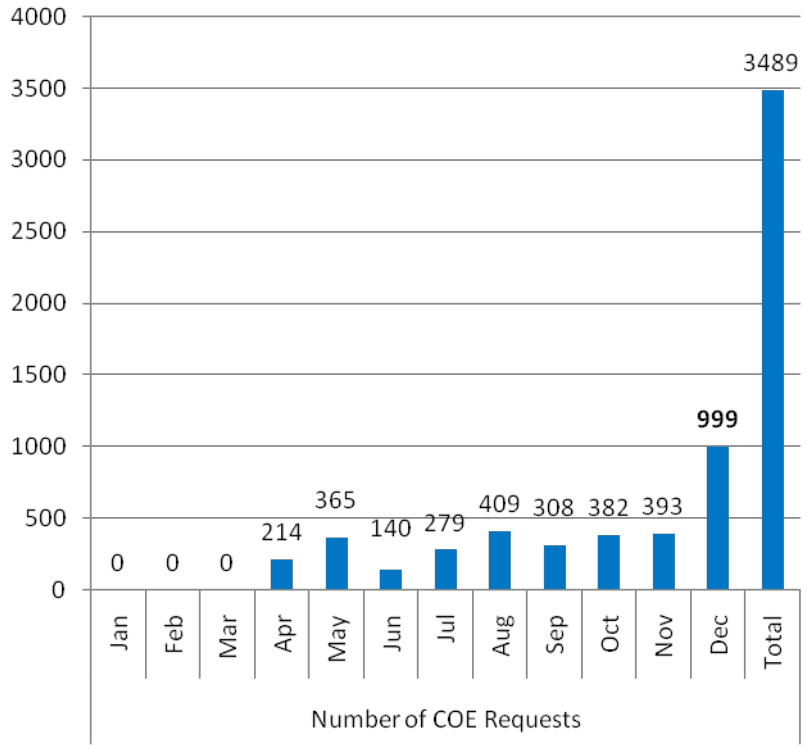


eBenefits Self Service User Activities

Requests for OMPF Information (e.g. DD-214)

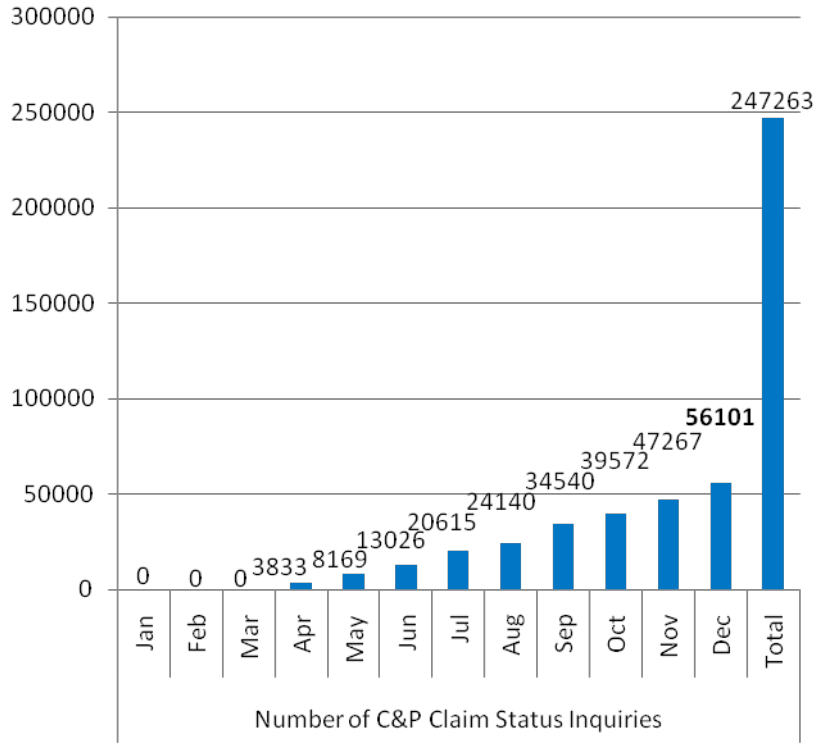


Requests for VA Home Loan Certificate of Eligibility (COE)

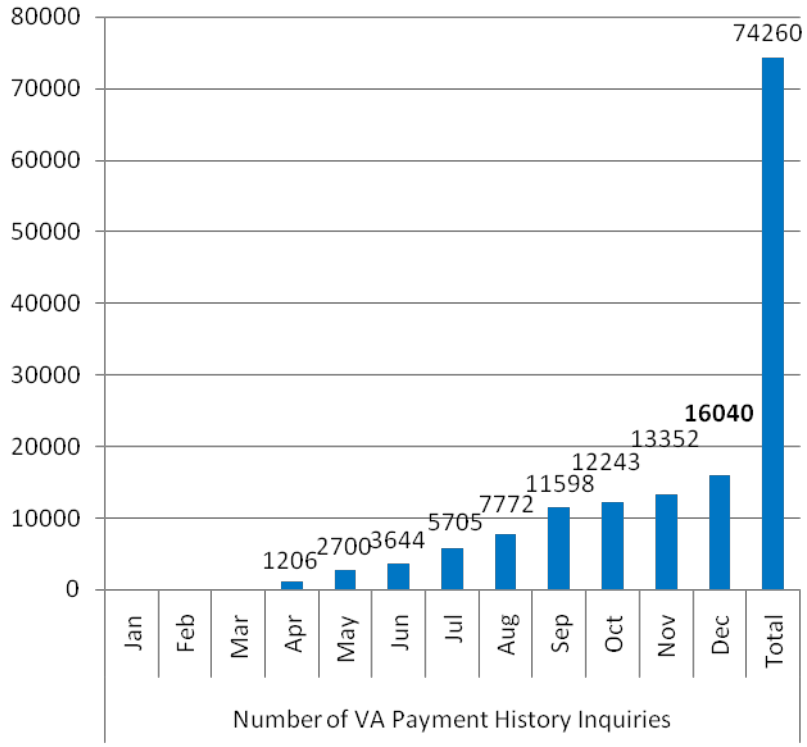


eBenefits Self Service User Activities

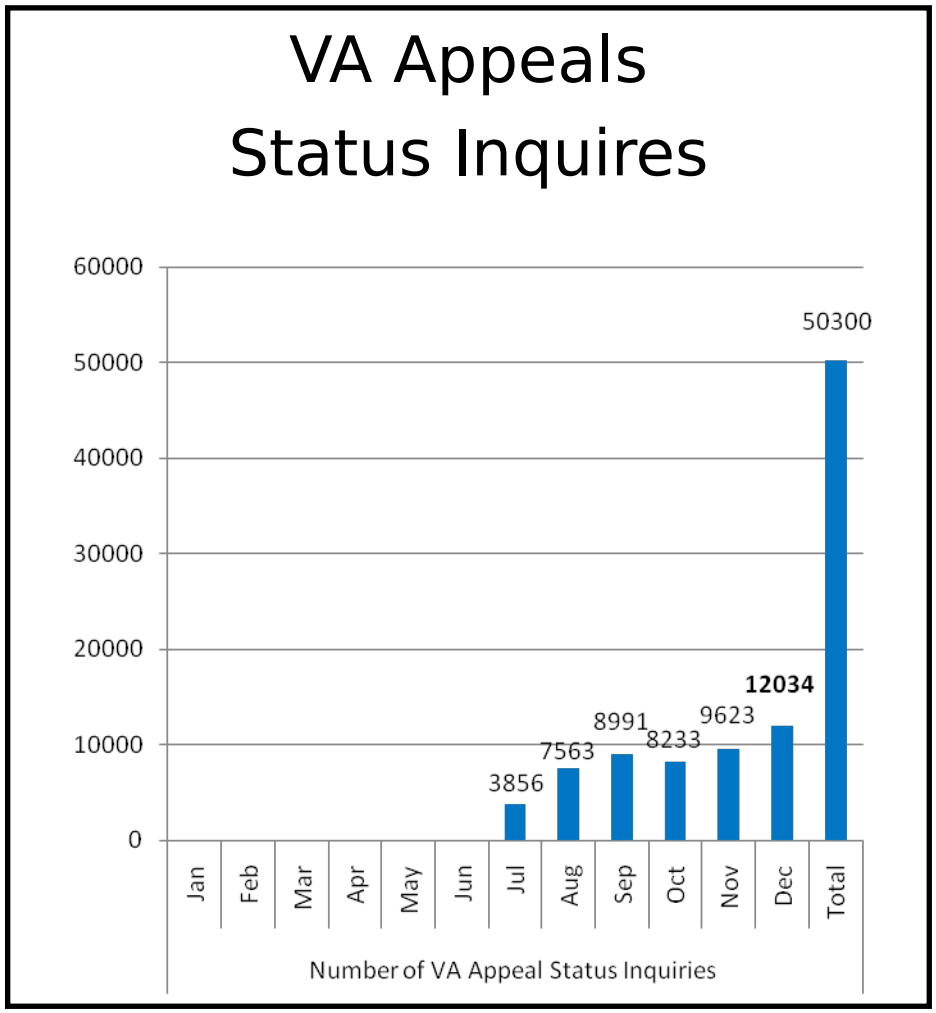
Compensation & Pension (C&P) Claims Status Inquiries



VA Payment History Inquiries



eBenefits Self Service User Activities



eBenefits 2010 Roadmap

Approved Features

SPRING 2010	SUMMER 2010	FALL 2010	WINTER 2010
The following features were approved for Calendar year 2010.			
Certificate of Eligibility ✓	Benefits Online Application ***(Moved to 2011)*** ✓	Post – 9/11 GI Bill (Payment Status) ✓	TRICARE Online Redirect for Eligible Participants ✓
Health Eligibility Check ✓	Personal Information Update ✓	Military Compensation ✓	Benefit Lifecycle Recommendation Tool ***(Moved to Spring 2011)***
Personal Information Update ✓	TRICARE Online Redirect for Eligible Participants ***(Moved to Winter 2010)*** ✓	Transitional Assistance Program (Content only) ✓	State VA Director Resident Separation Notification ✓
MyHealtheVet Redirect ***(Moved to Spring 2011)*** ✓	Special Adapted Housing ✓		
C&P Claim Status	Additional VA Appeals		

Candidate Features

SPRING through WINTER 2010

The following candidate features were considered for possible inclusion but were not part of the approved roadmap for 2010.

Original Candidate Features

- DMDC Portlet Integration ***(Su10)*** ✓
- Integrate WII Comprehensive Handbook ***(Sp10)*** ✓
- CHAMPVA Benefit Maintenance ***(Moved to 2011)***
- VetSuccess ***(Moved to 2011)***
- MyRecovery Plan ***(Moved to Spring 2011)***
- NGL – Nationwide Gravesite Locator ***(Moved to 2011)*** ✓
- Email Notification ***(Su 10)***
- Secure Messaging ***(Moved to Spring 2011)***

Candidate Features Added After the Release of 2010 Roadmap

- Transfer of Education Benefits ***(F 10)*** ✓
- State Transition Notifications ***(Su 10)*** ✓
- MHS (Integrated Online Courses) ***(F 10)*** ✓
- Messaging Center Phase I ***(Su 10)*** ✓
- Mobile Accessibility ***(Su 10)*** ✓
- Veteran Preference Letter ***(W 10)*** ✓
- Customer Feedback ***(W 10)*** ✓
- Live Chat Pilot ***(W 10)*** ✓
- Post – 9/11 GI Bill (DD/EFT Add or Change) ***(W 10)*** ✓

✓ **Implemented**

eBenefits 2011 Roadmap

eBenefits 2011 ROADMAP – *Approved 10/15/2010*

SPRING 2011

- Veterans Group Life Insurance
- Service-Disabled Veterans Insurance
- BDD, Quick Start, VR&E, & Health Early Communication
- Benefit Interactive Lifecycle Tool

SUMMER 2011

- Transition Assistance Program Online Training
- Veteran Online Health Application
- Life Events Early Communication
- National Employment Portal

FALL 2011

- Servicemembers' Group Life Insurance Enrollment
- Veteran Online Benefit Application
- Compensation & Pension Claim VCAA Waiver
- My HealtheVet Blue Button Download

WINTER 2011

- Online Patient Authorization
- C&P Exam Appointments Calendar
- Benefit Eligibility Screening Tool

The eBenefits portal will consider and select candidate features for inclusion in each release based on customer feedback, business need, and technical feasibility evaluation criteria.

eBenefits Beyond the Desktop

- eBenefits self service is available from mobile devices (https://m.eBenefits.va.gov)
  - The mobile claims status feature provides access to claims information consistent with status details available in the My eBenefits Dashboard.
  - The mobile facility feature also locates VA and DOD facilities using the smart device's GPS location – it also provides users with the option to map directions or call a facility.
  - The mobile application is optimized for Apple iPhone (all models except iPad); Motorola: Droid , CLIQ; HTC: Dream, Magic, Hero, Samsung: Moment

AT&T
4:20 PM
A Service of the Department of Veterans Affairs and the Department of Defense.
eBenefits
My Gateway to Benefit Information
Check My Claims
Find a Facility